

Abstract

A business support system according to the present invention produces service information request data for an external processing system in a predetermined form in response to a request from a terminal and converts the form of the service information request data so produced into a format that can be processed by the external processing system, and also converts service information provided from the external processing system in response to said service information request data into said predetermined format, and further provides the service information converted to the predetermined format to the terminal originating the request. According to the present invention, latest information processed by an existing external processing system can be provided to a user terminal and information can be exchanged between the user terminal and the external processing system.